



Questions and answers for Trainers, Training Organizations and Providers STARS changes effective April 1, 2010

What is the State Training and Registry System (STARS) database? The database is where DEL stores information about trainings that child care providers have taken, as well as information about approved STARS trainers and training organizations. DEL owns the database and STARS Web site at www.del.wa.gov/stars.

Why are we taking STARS offline on April 1? After careful analysis and conversation with our own staff and external stakeholders, we have determined that it is best to take the current system offline while we design a new, more robust online registry. The new tool will allow DEL staff, child care providers and STARS trainers easy access for input and to get information.

How long will the database be offline? The database as it currently exists will not ever go back online.

What will happen to the information currently stored in the STARS database?

It will be saved. We expect when the STARS replacement tool goes online, trainers, training organizations and providers will be able to view and print their training history as it existed in STARS prior to being brought offline. (The old information will *not* be migrated into the new tool).

What will the new STARS tool look like? We are working on designing a tool which is easy to use and update and which providers, trainers and DEL licensors all can use online. DEL's staff are working on what we think will be a useful interactive database, that will be part of a larger registry system.

Trainers and Trainer Organizations

How will trainers and training organizations record that providers have completed a STARS-approved training while STARS is offline? All trainers and training organizations who offer STARS-approved training must have a complete list of attendees for each training session. They must also give each provider a certificate of completion within one week following the training end date. Trainers and training organizations should keep original copies of their attendee lists as DEL may ask them, at a later date, to provide the lists for trainings completed during this offline period. The "STARS Training Completion Form" can be found at www.del.wa.gov/stars.

Must trainers and training organizations still complete an "Available Training Form"? Yes. All approved trainers and training organizations should complete and keep original copies of the

form as DEL may ask them, at a later date, to provide proof of trainings completed during this offline period. The “Available Training Form” can be found at www.del.wa.gov/stars.

What do trainers do if a provider comes to training on or after April 1, 2010 and he or she has never been issued a STARS ID? Trainers and training organizations should still give these providers a certificate of completion within one week following the training end date even though the certificate will not have a STARS ID.

How do individuals or organizations become STARS-approved during the time STARS is offline? No applications are being accepted for **new** trainers or training organizations after March 31, 2010. Currently approved STARS trainers and training organizations can continue to offer training, with no reauthorization application or fees. A trainer or training organization can lose its STARS approval status if DEL determines that the trainings do not meet the appropriate standards.

Must trainers and training organizations still follow requirements outlined in the “Trainer and Training Organization Manuals”? Yes! Currently approved STARS trainers and training organizations can view revised versions of the manuals at www.del.wa.gov/stars.

Providers

Do I still have to meet STARS requirements according to licensing rules? Yes! All the STARS training requirements in Washington Administrative Code (WAC) remain in place. There’s more information about child care licensing rules on DEL’s Web site at www.del.wa.gov/laws/rules/licensing.aspx.

Where do I go if I have questions, or need information like my training record or current STARS ID?

- You can find more information at www.del.wa.gov/stars.
- To request historical training information from the STARS database, e-mail your first and last name, and date of birth to stars@del.wa.gov or call 1.866.482.4325 and choose Option 8. DEL will respond to your request.
- As of April 1, 2010, you cannot request a **new** STARS I.D. number. However, if you have forgotten your current STARS I.D. and need the number for approved training, use the e-mail or phone number listed above to contact DEL.

What do I do if I go to training and I’ve not been issued a STARS ID as of April 1, 2010?

Trainers and training organizations should still give you a certificate of completion within one week following the training end date. **Keep original copies of that documentation.**

How will I get credit for completed STARS trainings? If you complete a STARS-approved training you should always receive a certificate or verification that you successfully completed the training. **Keep original copies of that documentation.** When asked to verify your training,

provide a **copy** of the certificate to the requestor. At a later date, you may be asked to provide a **copy** of the certificate for the trainings you completed during this offline period so it can be entered into the new registry system.

How do I request an education exemption or approval for trainings that are non-STARS or out-of-state? Use the “Educational Exemption Form” or “Continuing Education Proposal Form” and send your request to stars@del.wa.gov or STARS, PO BOX 40970, Olympia, WA 98504-0970 and DEL will respond to you.

How can I find approved STARS trainers or training organizations? You can search for approved trainers and training organizations at <https://apps2.del.wa.gov/stars/>. Your local Child Care Resource and Referral (CC R&R) agency can also provide training information. Visit the CC R&R education page at <http://www.childcarenet.org/providers/education>.

Are scholarships/reimbursements still available if I want to complete 20-hour or 10-hour STARS training? Yes. WAEYC will continue to administer STARS Scholarships. This program offers funding if you need help paying for STARS training. You can go to <http://www.waeyc.org/STARS.htm> to download the reimbursement application form.

What do I do if I have a concern about a STARS approved trainer or training that I attended? Please use the “Training Concern Form” and submit it to stars@del.wa.gov or STARS, PO BOX 40970, Olympia, WA 98504-0970 and DEL will respond to you. The form can be found at www.del.wa.gov/stars.